VITALITY BROADBAND

USER MANUAL

1. VERSION CONTROL

1.1. DOCUMENT MANAGEMENT

Creation Date	June 2011
Published Name	Vitality Broadband User Manual
Publish Location	
Version Number	1.0
Review Period	Quarterly
Next Review Date	August 2011

1.2. DOCUMENT MAINTENANCE HISTORY

Version	Date	Editor	Details
1.0	03/06/2011	ISIT Governance	First formal support documentation
1.1	20/06/2011	ISIT Governance	Updates to layout

1.3. BACKGROUND

All Discovery Vitality members get ADSL internet access from only R22 a GB. Choose any size capped or uncapped ADSL package and get a mailbox, fax number and 100MB of AlwaysOn Hotpot Access absolutely free! All you need to get connected is post paid Telkom line and ADSL router, leave the rest to us! Vitality Broadband runs on Internet Solutions world class infrastructure assuring you of a quick, reliable connection at all times. This manual will assist you with everything you need to know, from purchasing a service to administering it, viewing statistics, changing account details etc etc. We hope you enjoy your broadband experience with us!

Contents

2. SUPPORT PROCEDURE DETAILS

2.1. CONTACT DETAILS

For Support related queries either call the HELPDESK or email the relevant division as mentioned below.

TECHNICAL: support@vitalitybroadband.co.za

SALES: sales@vitalitybroadband.co.za

BILLING: accounts@vitalitybroadband.co.za

OTHER: management@vitalitybroadband.co.za

2.2. HELPDESK

0861 DISCMAIL (3472 6245)

fax: 086 275 8687

Email: support@vitalitybroadband.co.za

2.3. DEFINITIONS

Invoice Description Codes

ACCOUNT	MASTE LOG IN AND CONTACT DETAILS
SERVICE	PRODUCT PURCHASED E.G. 1 GB CAPPED ADSL
CAMB –1GB	NORMAL MONTHLY 1GB CAPPED ADSL PRODUCT
UNC384	UNCAPPED ADSL 384K
DSL384	384K TELKOM LINE
TAUP-1	1GB TOP UP
HOTM-100MB	FREE 100MB HOTSPOT ACCESS
FREEFAX	FREE FAX TO EMAIL ACCOUNT
FREE-EMAIL	FREE EMAIL ACCOUNT

2.4. BROWSER REQUIREMENTS

This website has been designed to work with the following browsers:

Microsoft Internet Explorer, Firefox and Google Chrome.

2.5. BANK DETAILS

Bank Name: Nedbank

Branch Name: CORPORATE CLIENT SERVICES JHB

Branch Code: 145405

Account Name: Dimension Data (Pty) Ltd

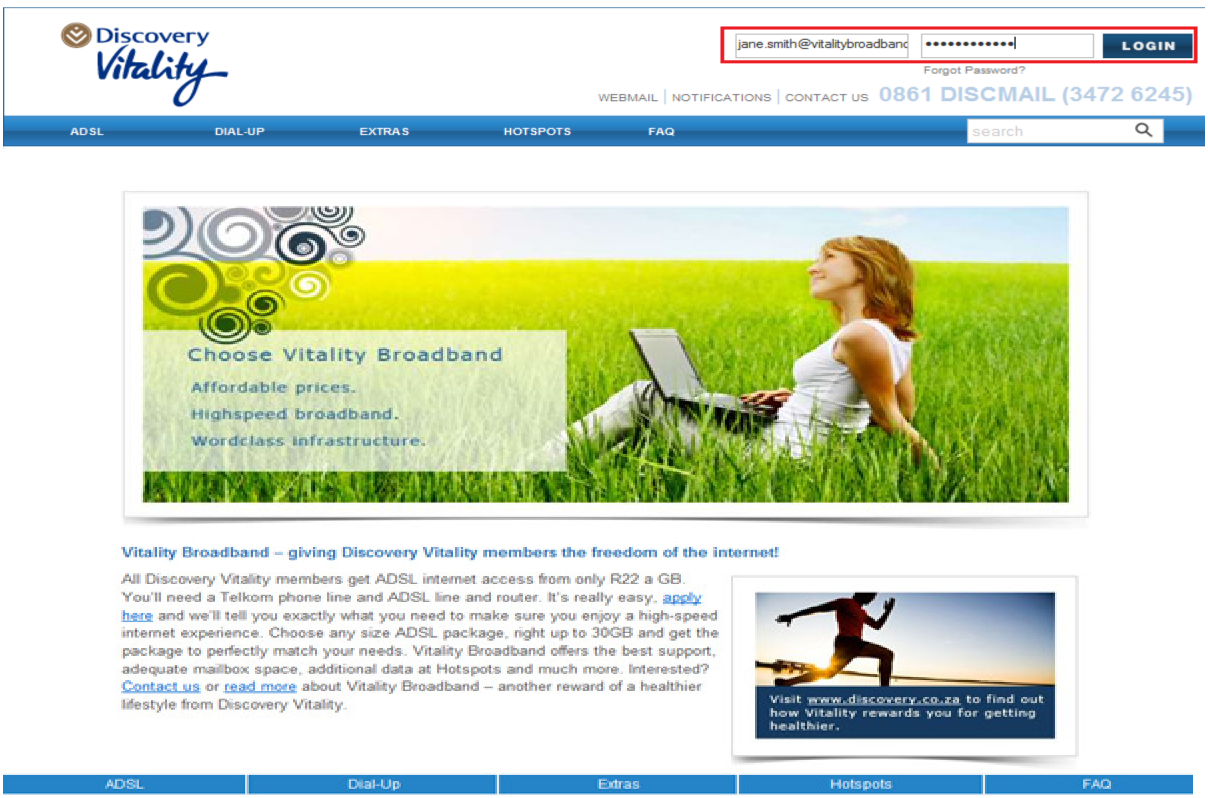
Account Number: 1454107073

3. GETTING STARTED

3.1. LOGGING IN

In order to login, navigate to the top right hand corner of the page, and enter any one of the following credentials:

- Your Account username and password – this is the details you registered with
- Your new Vitality Broadband email address and password
- Your ADSL username and password

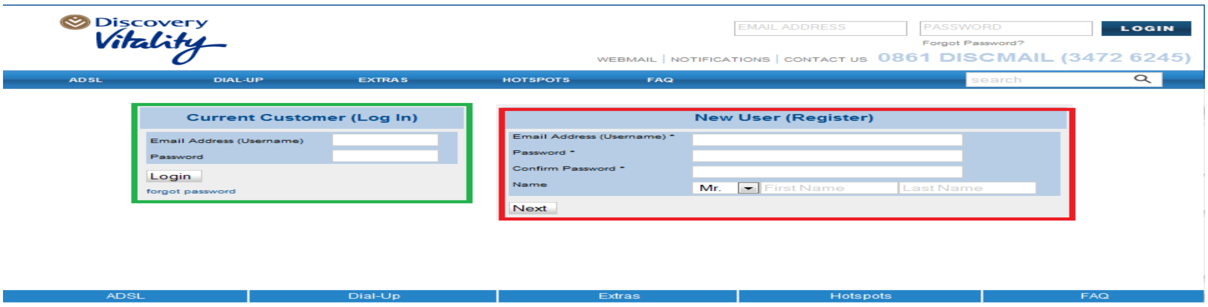


3.2. REGISTERING

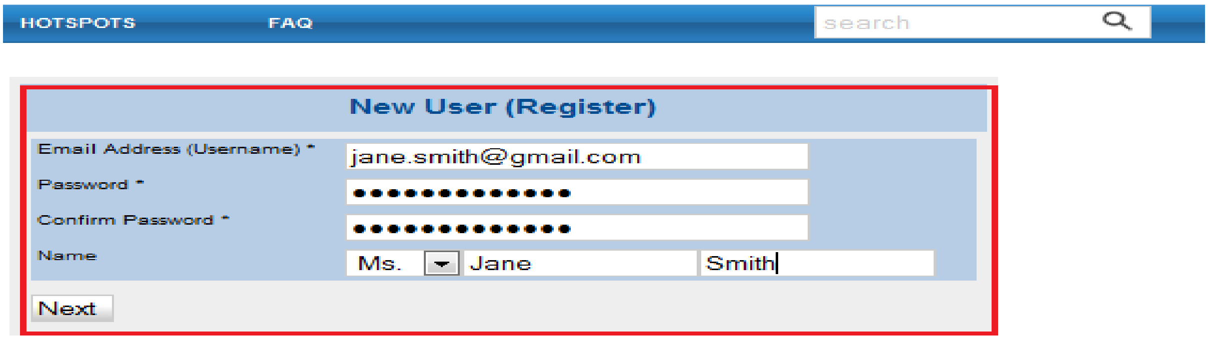
This option will be available if NOT logged in but would like to purchase available services.

Registering allows access to the Customer Zone.

- Click→ ADSL or DIAL-UP or EXTRAS to select the desired product.
- Click→ BUY NOW on the relevant solution.



- Populate relevant details as required.



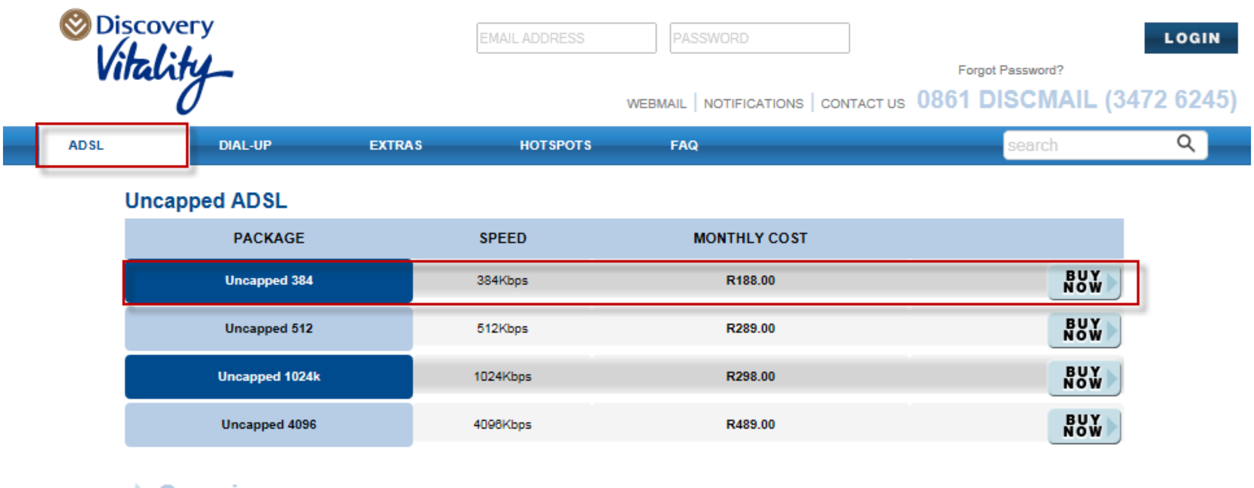
  - **Email Address (Username):** Populate email address
  - **Password:** Enter Password
  - **Confirm password:** Confirm Password that has been entered
  - **Name:** Select the relevant Title; populate First Name and Last Name

- Select Next to complete the rest of the form.

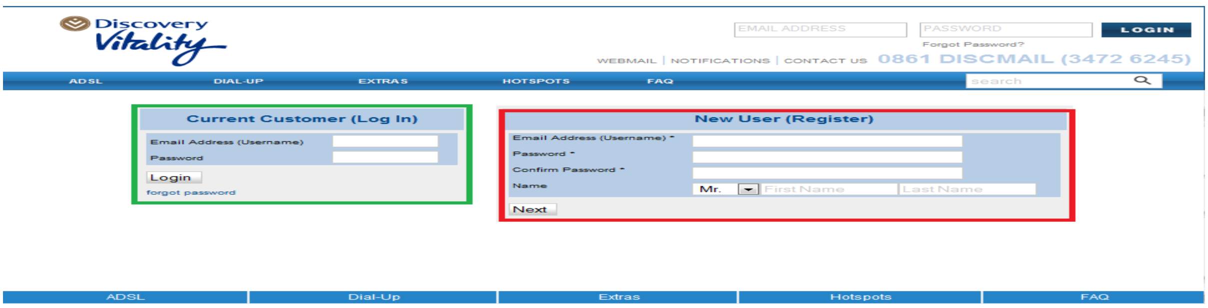
	*To obtain a username and password make a purchase and select the New User (Register).*

3.3. HOW TO MAKE A PURCHASE

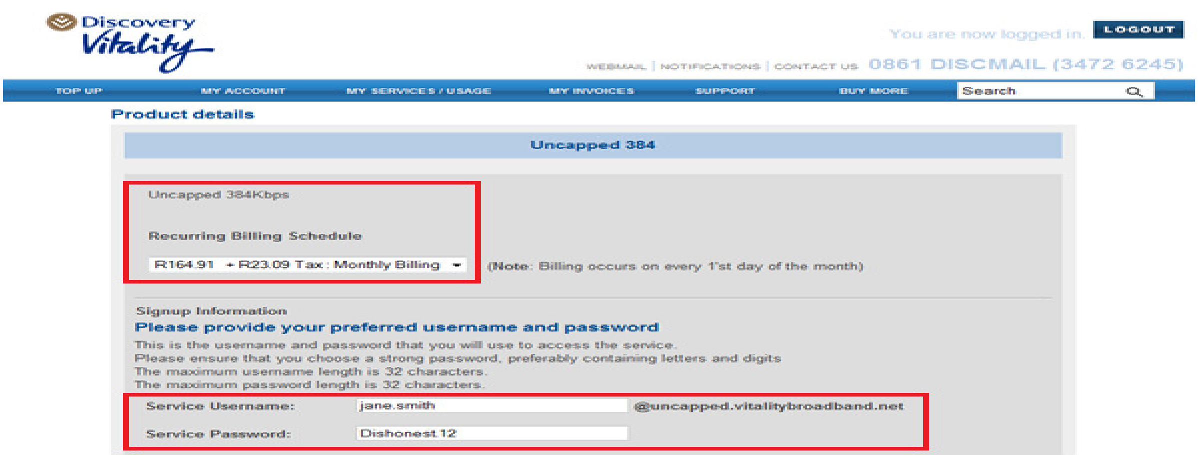
- Click→ ADSL or DIAL-UP or EXTRAS to select the desired product.
- Click→ BUY NOW on the relevant solution.



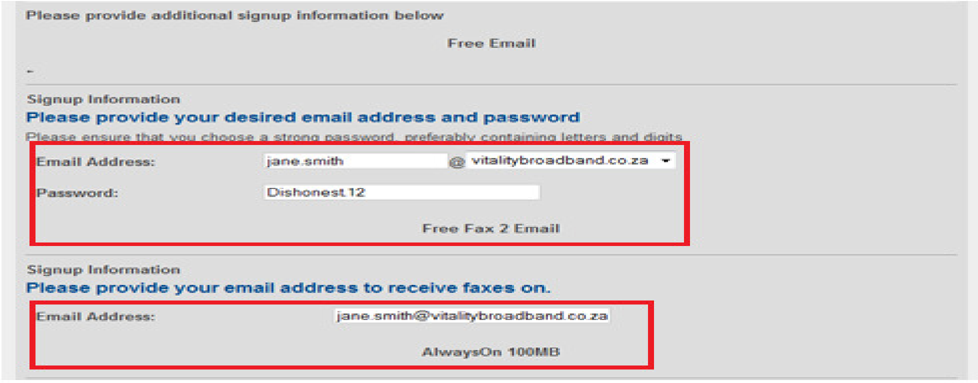
Log in either as a NEW User or as a Current Customer



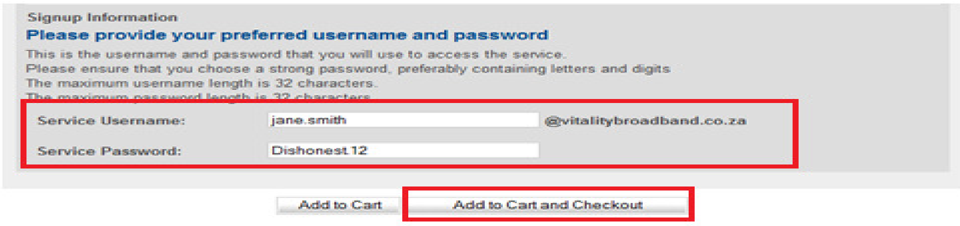
Populate ADSL Username and Password.



- Populate username and password for Free Email and Fax2Email Services.

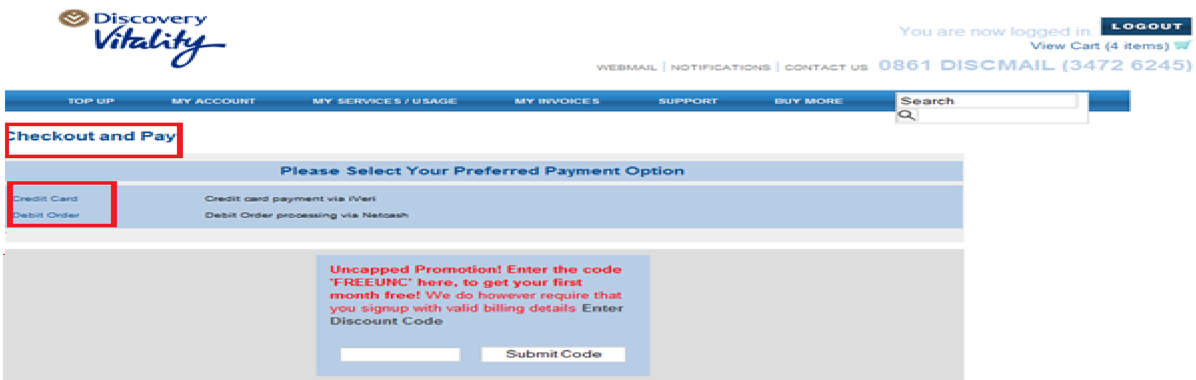


- Populate Hotspot preferred username and password.
- Select→Add to Cart and Checkout

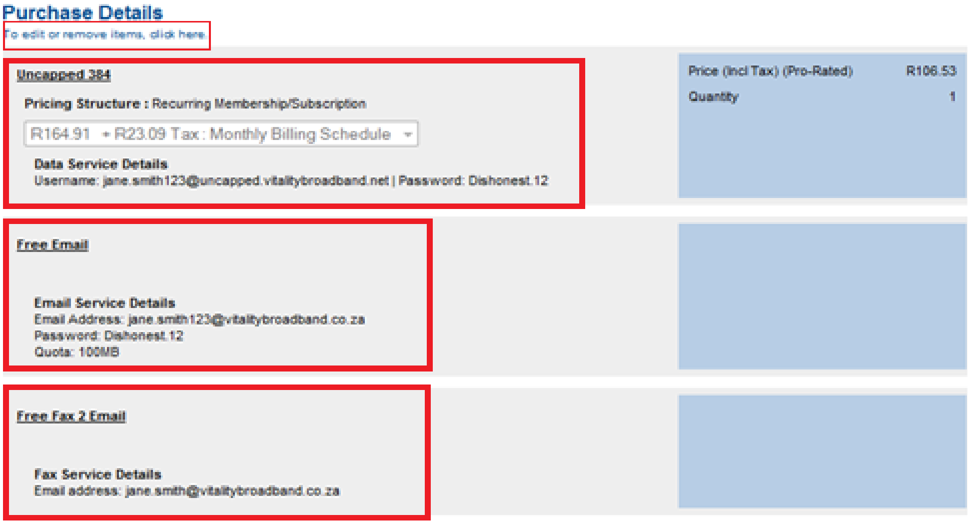


	Use the same username and password for all Services.

- Select the relevant Payment Option by either clicking on the Debit Order or the Credit Card Payment option.

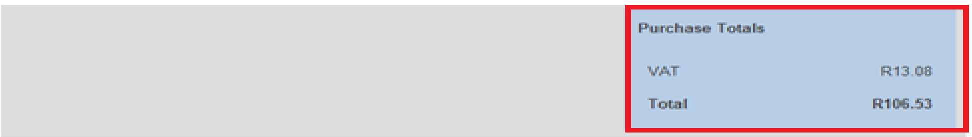


- To edit or remove items that has been selected for purchase



The Purchase Details of the Items selected are reflects as follows

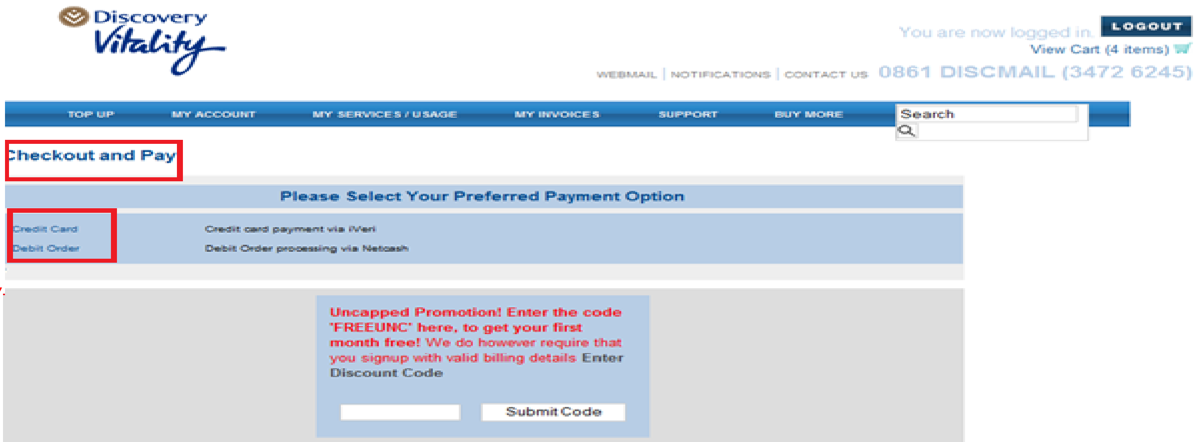
- Uncapped 384
    - Pricing Structure and Service Details are specified
- Free Email
    - The Quota for the Email Service and Service Details are specified
- Free Fax 2 Email
    - Service Details are specified
- Pricing for Uncapped 384



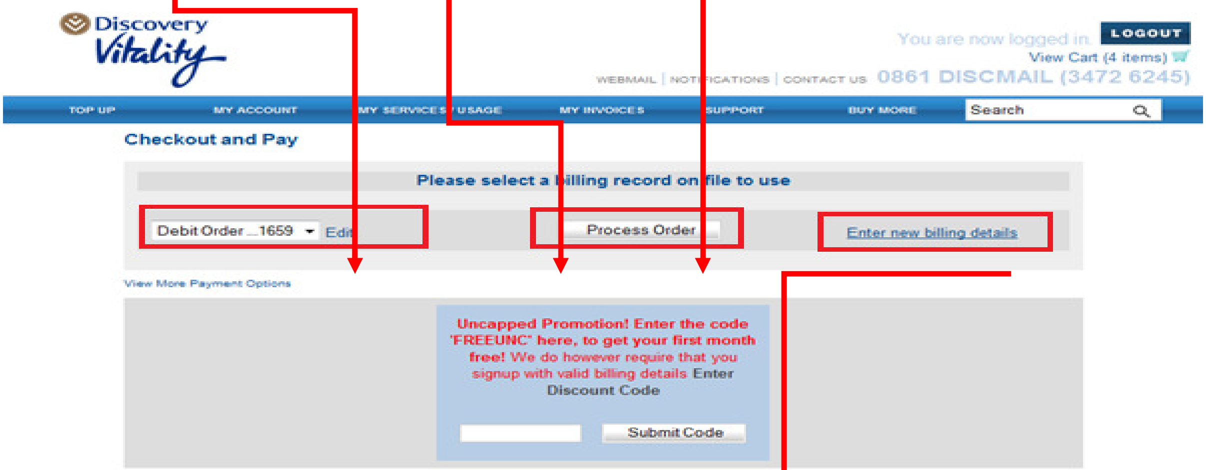
- A purchase can be processed by Credit Card or Debit Order. Select the option that is applicable.

	If payment is made via Debit Order and the Debit Order forms have been completed there is NO need to complete it every time you TOP UP. *Debit Order TOP UP's are added to your monthly debit orders at the beginning of the following month.*
	Credit Card Top UP's are deducted immediately.

- Select payment method as Credit Card or Debit Order

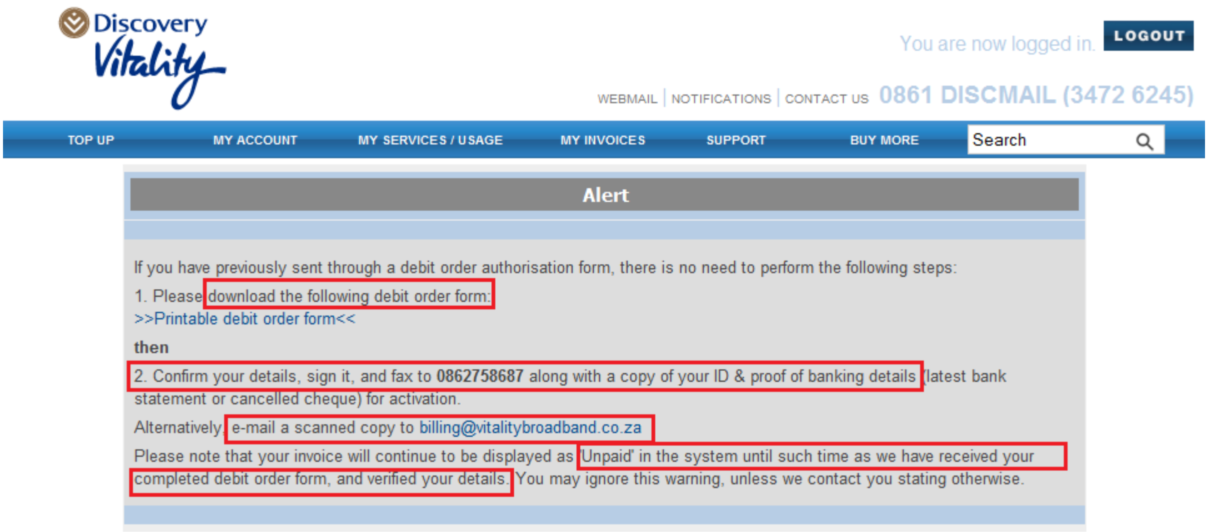


- Option 1: Debit Order Details are correct and no changes are necessary.
    - Click→ Process Order to complete payment.
- Option 2: Debit Order Details need to be modified.
    - Click→Edit - Amendments to Billing Details can be done.
    - Click→ Process Order to complete payment.



- Option 3: New Debit Order Details needs to be captured.
    - Click→Enter new billing details
    - Populate the relevant Debit Order Details.
    - Click→ Process Order to complete payment.

- Select→**View more Payment Options** navigates user back to **Please Select Your Preferred Payment Option**



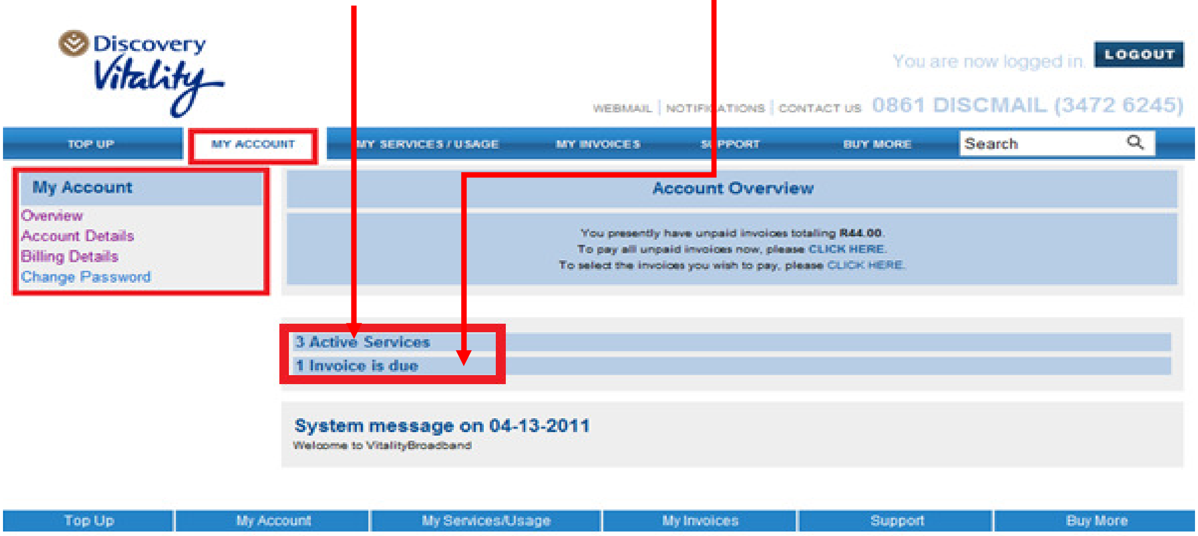
4. CUSTOMER ZONE

4.1. MY ACCOUNT

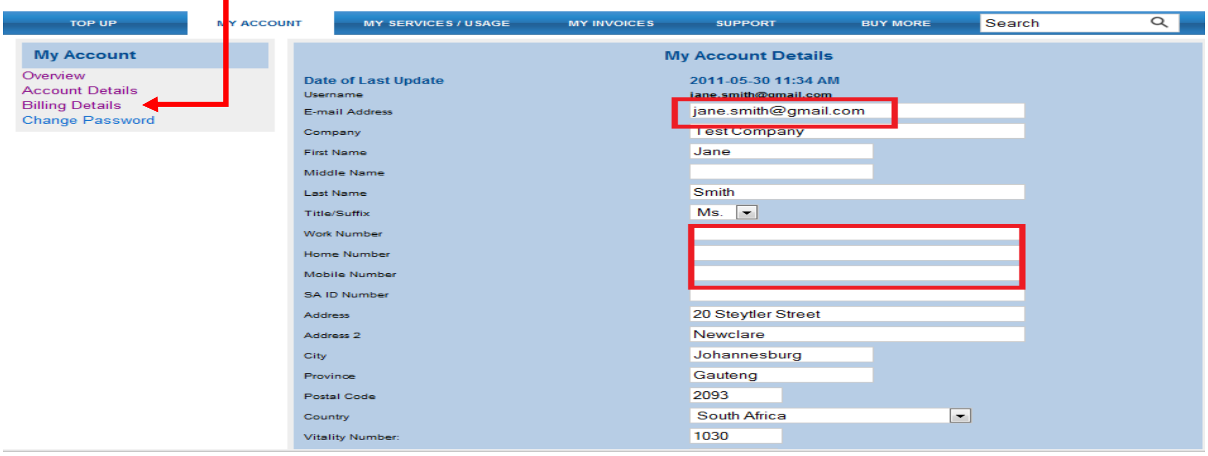
	MY ACCOUNT will only be available when logged in.

- Select→ MY ACCOUNT

Displayed Account has **THREE** Active Services and **ONE** Invoice due.

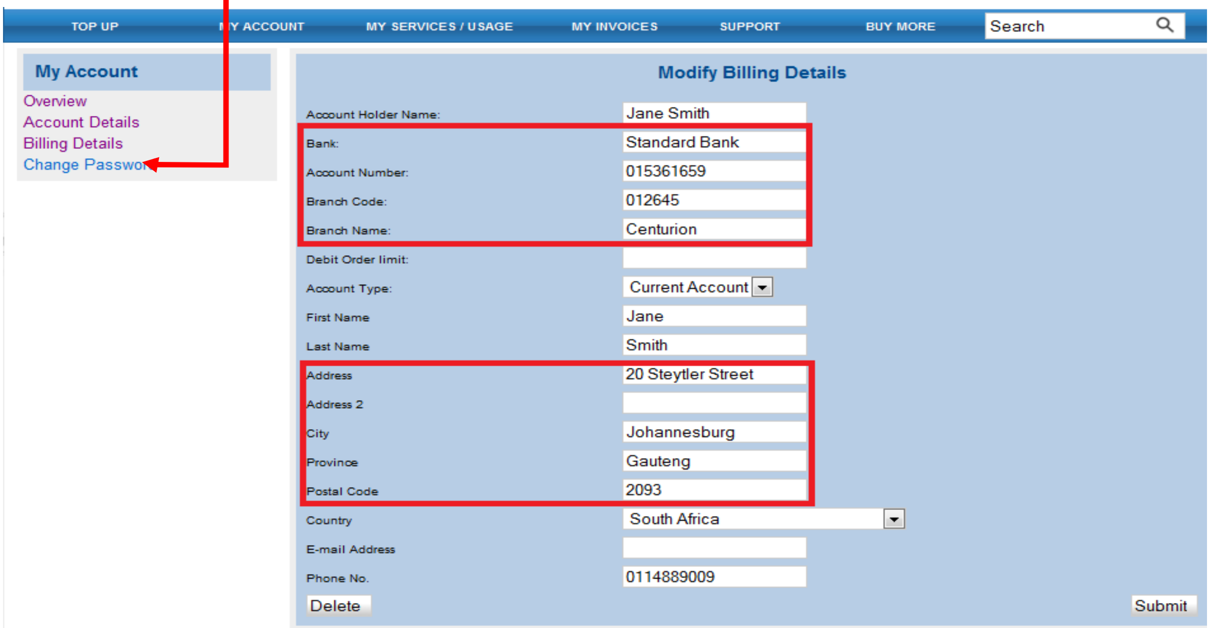


- To view and update the details of the Account Holder, username and contact details.
- Click→Account Details



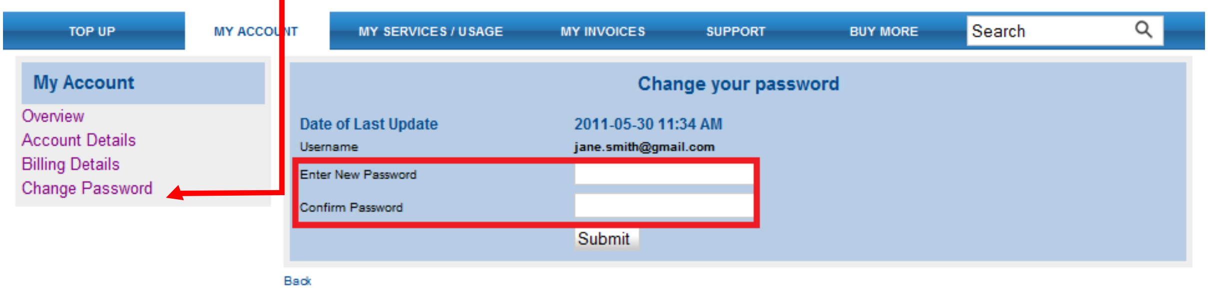
	Ensure that the email address and mobile number is LIVE and relevant as this is the information used for correspondence.

- To view and update Credit Card or Debit Order Details which is required to purchase services.
- Click→Billing Details



	Ensure that Billing Details are up to date as Non-Payment will result in Suspension of Services.

- The master password to log in can be changed if required.
- Click→Change Password

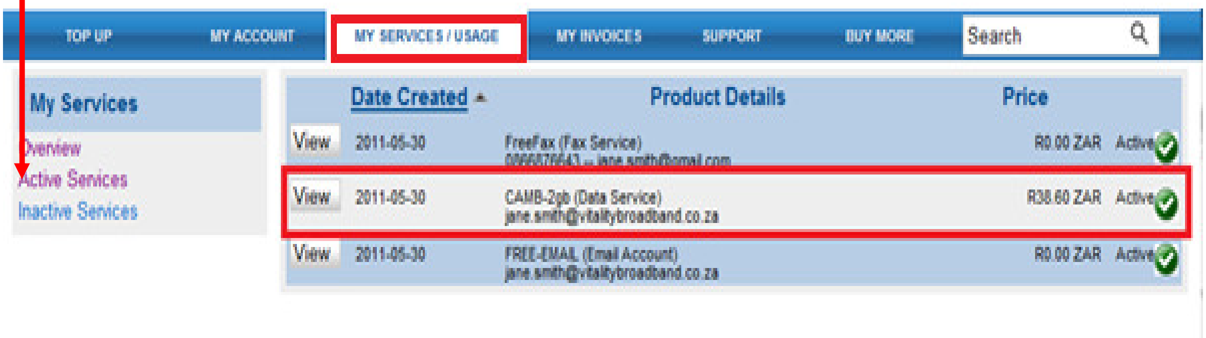


4.2. MY SERVICES

To view a summary of what services has been purchased.

- Select→ 

- Click→Active Services to view services that are currently active.
- Click→Inactive Services to view services that have been deactivated.



	*Currently all services are active.*

4.2.1. CAPPED/UNCAPPED ADSL SERVICE

To view a summary of what services has been purchased.

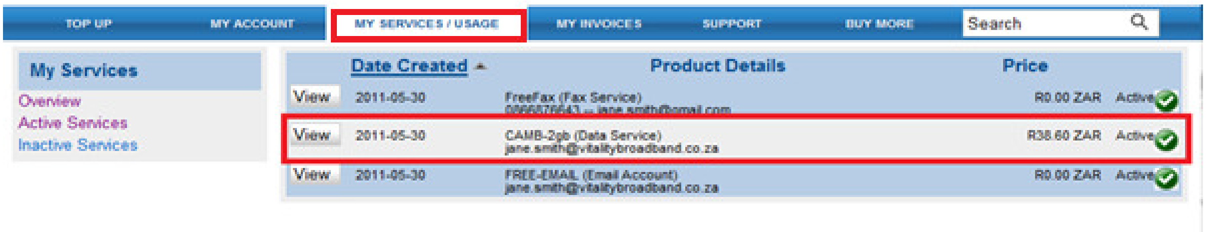
Click→MY SERVICES/USAGE →Overview

To view services available that are currently active.

Click→Active Services

To view services that have been deactivated.

Click→Inactive Services

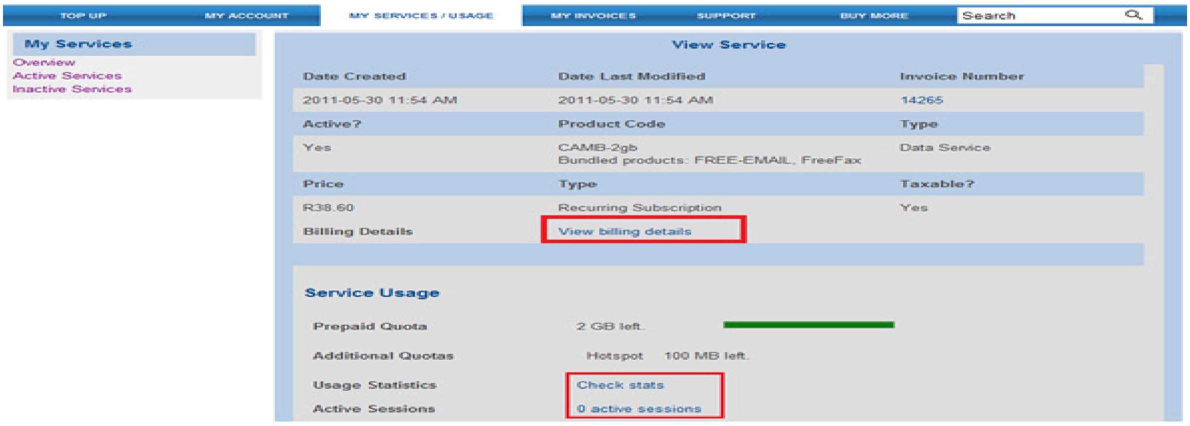


To view details of a service, in above mentioned case we are referring to an ADSL, CAMB-2gb (Data Service).

Click→View

To view or amend billing details applicable to above mentioned service.

Click→View billing details which will take you to **Modify Billing Details**.



To pull usage statistics.

Click→Check stats

To verify Active Sessions.

Click→active sessions

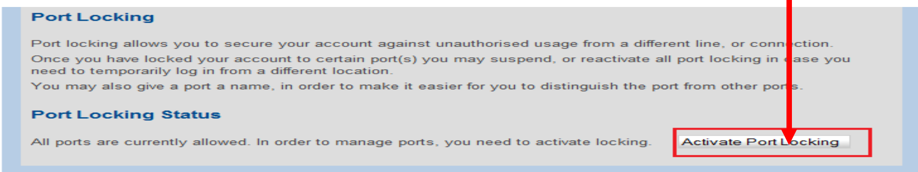
To change the Service Password.

Click→Change Password



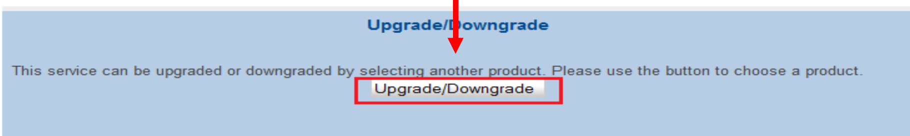
This allows you to bond a line to an account.

- Click→Activate Port Locking to bond a line to an account.



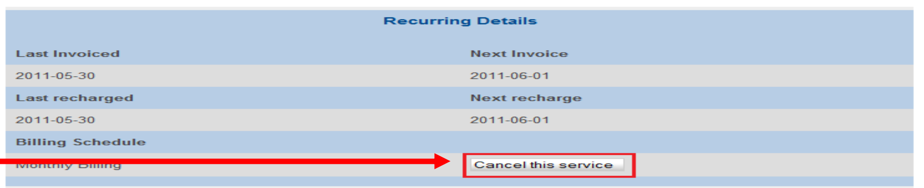
Port Locking prevents unauthorized access from other ADSL lines.

- Click→Upgrade/Downgrade to modify a Service.



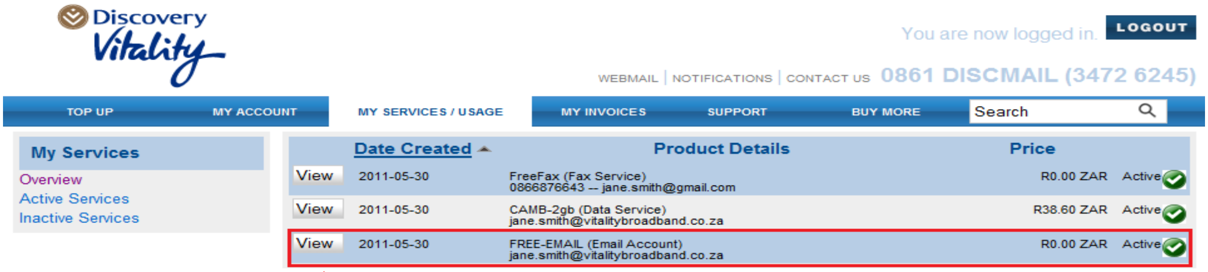
Only ADSL Services are available for Upgrades/Downgrades.

- Click→Cancel this Service to cancel a service.



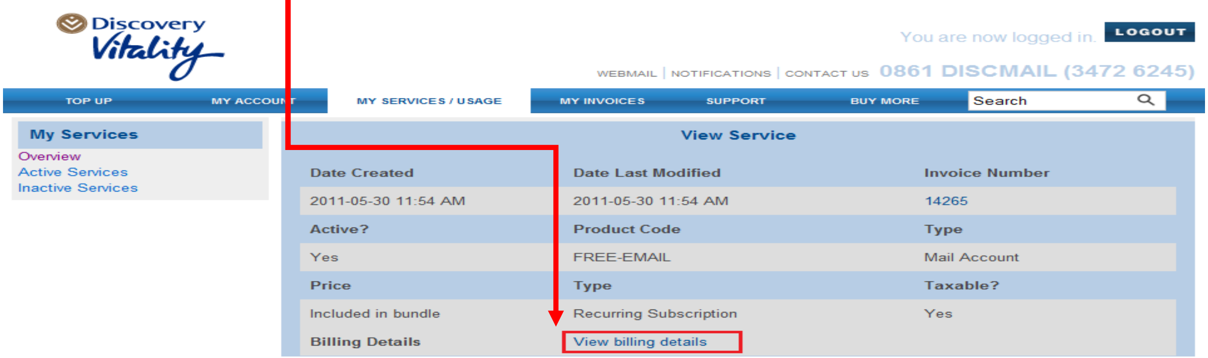
Only UPGRADES within the same Service Groups are possible.

4.2.2. EMAIL & EMAIL ALIASES

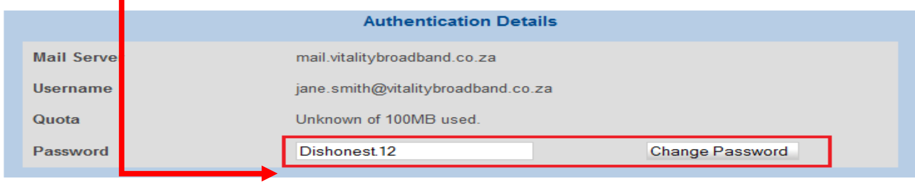


- Click→ 

- To view or amend billing details
- Click→View billing details which will take you to **Modify Billing Details** for this Service.



Click→Change Password to change the Service Password.



- Click→Add Alias to add an alias for an email account.

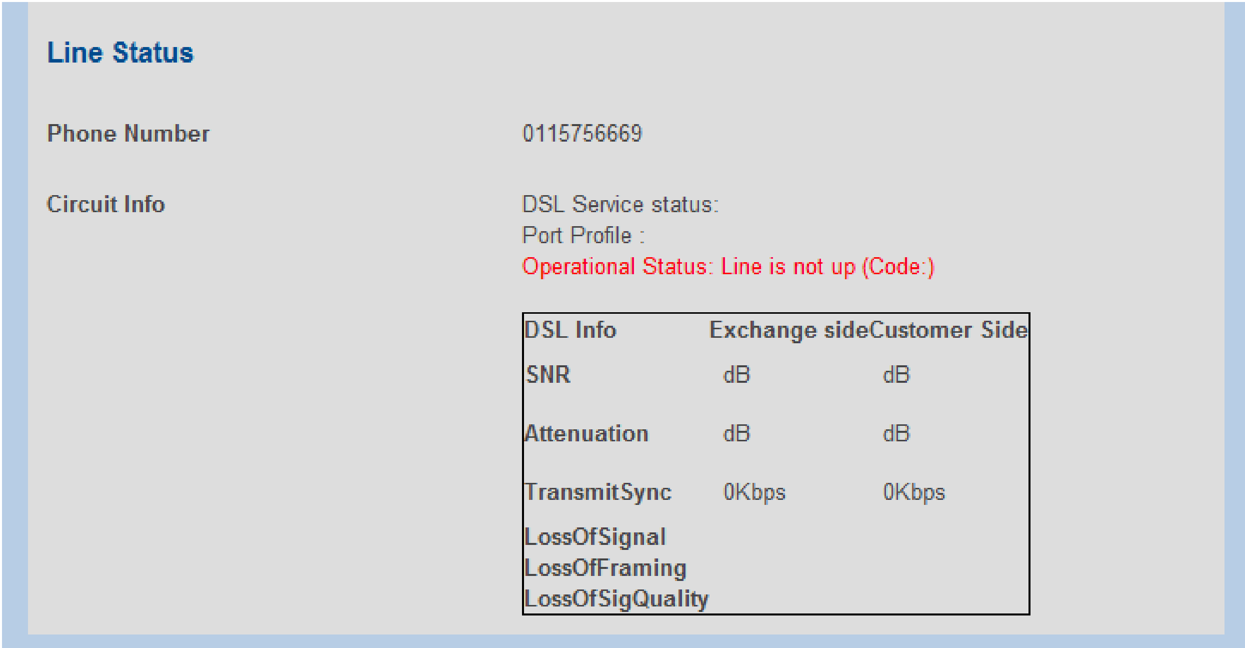


	There is a maximum of 5 aliases per email account.

4.2.3. TELKOM SERVICE



- Click→ View
- View the Status of a Line



Line Status

Phone Number	0115756669
Circuit Info	DSL Service status: Port Profile : Operational Status: Line is not up (Code:)

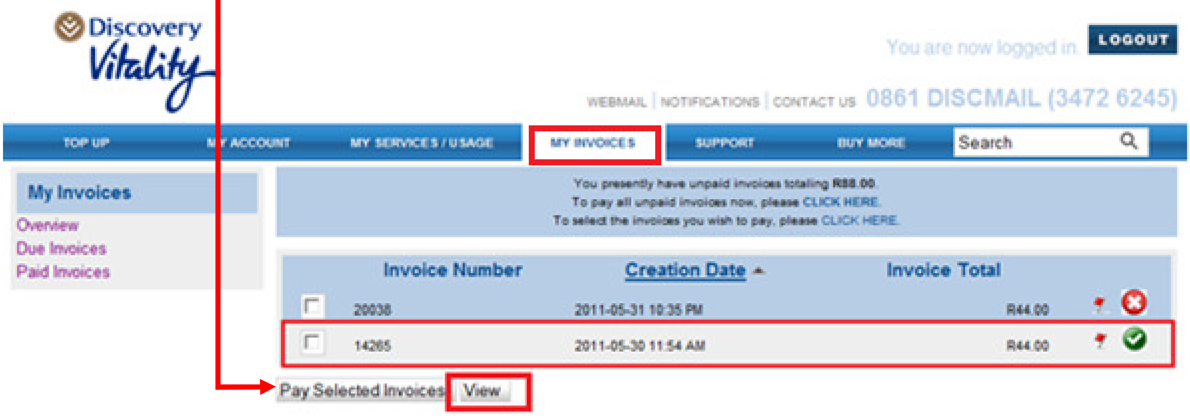
DSL Info	Exchange side	Customer Side
SNR	dB	dB
Attenuation	dB	dB
TransmitSync	0Kbps	0Kbps
LossOfSignal		
LossOfFraming		
LossOfSigQuality		



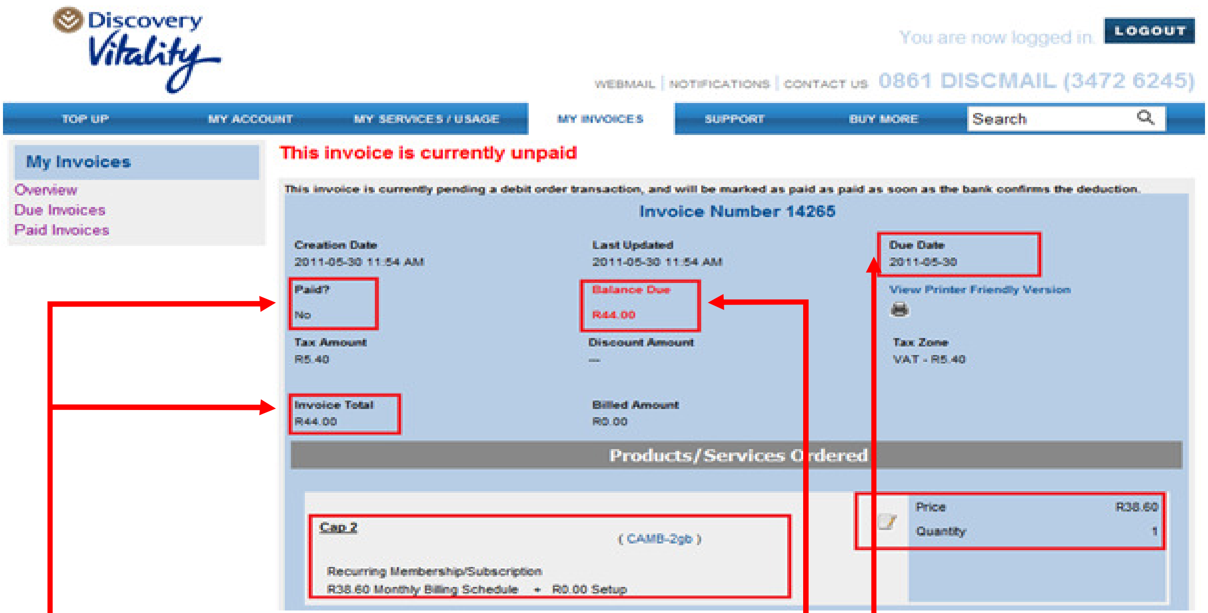
View line sync speed and signal to noise ratio, which will indicate possible Telkom issues.

4.3. MY INVOICES

- Select→ MY INVOICES
- Click→Pay Selected Invoices to pay due invoices

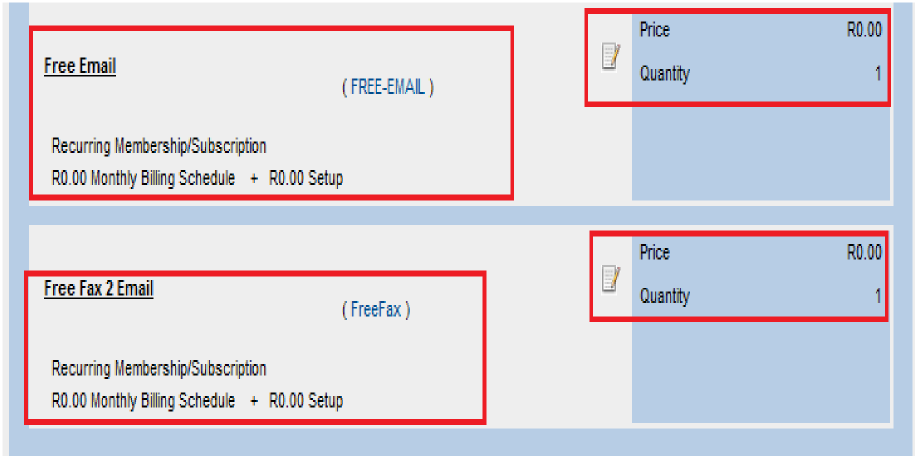


- Click→ View to view invoices.



- **Paid:** An indication of whether an invoice has been paid.
- **Invoice Total:** Refers to the total due for an invoice.
- **Balance Due:** Refers to the balance outstanding for an invoice.
- **Due Date:** Refers to the date payment needs to be made by.

	If no payment has been received the service will be SUSPENDED and payment will need to be made into our bank account. *Please mail billing@vitalitybroadband.co.za for more details.*

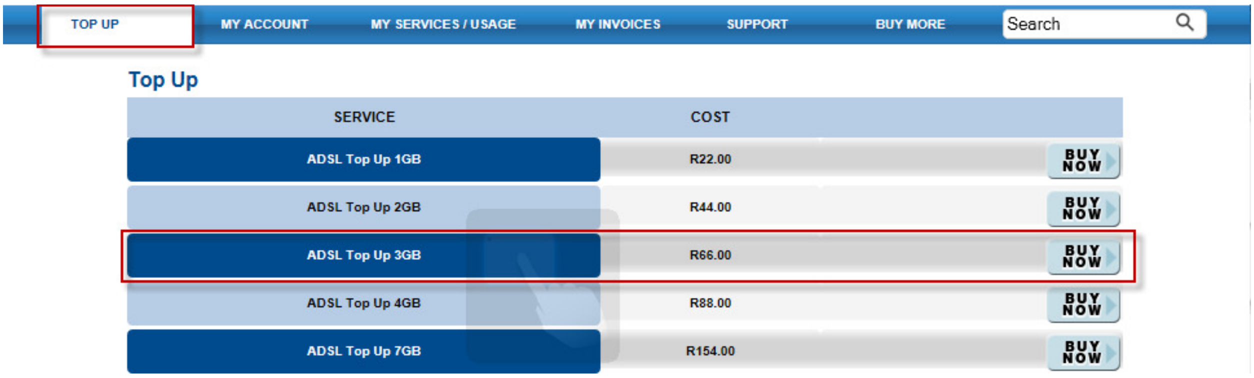


- The Invoice gives a breakdown of the pricing for the Product/Service ordered.

	Payment is made at the beginning of every month on a repeat credit card or debit order basis.

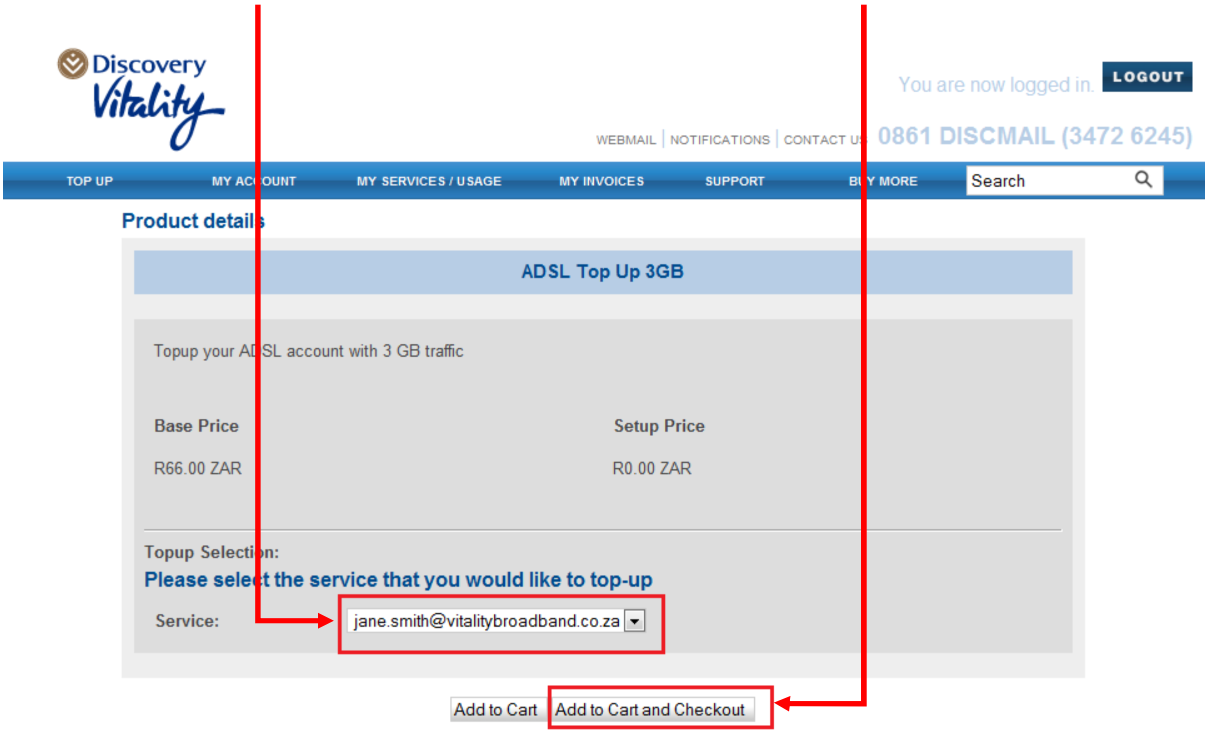
4.4. HOW TO TOP UP

- A Capped ADSL account can be Topped Up when the monthly data cap is reached.
- Select→ 



- Select the desired Top Up data amount→Click→ 

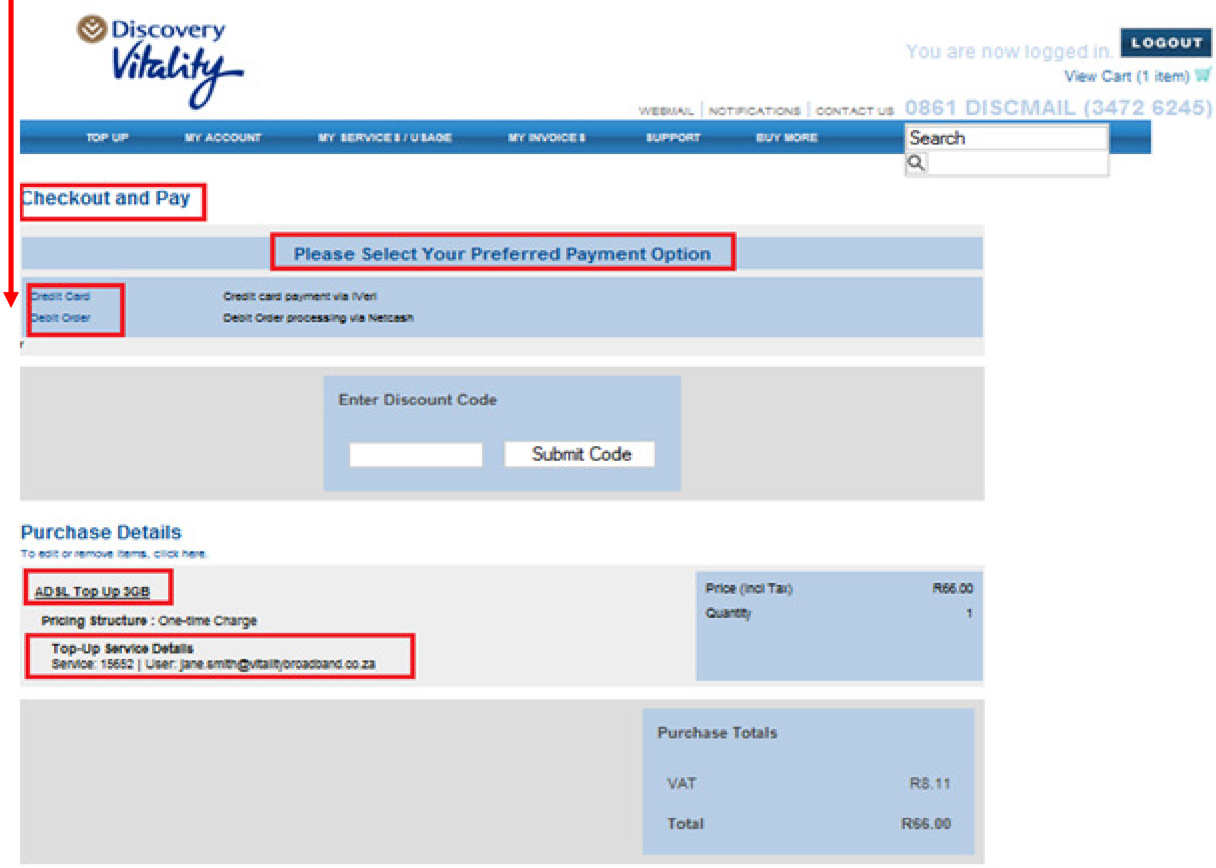
- Select the Account to Top Up and Click→Add to Cart and Checkout



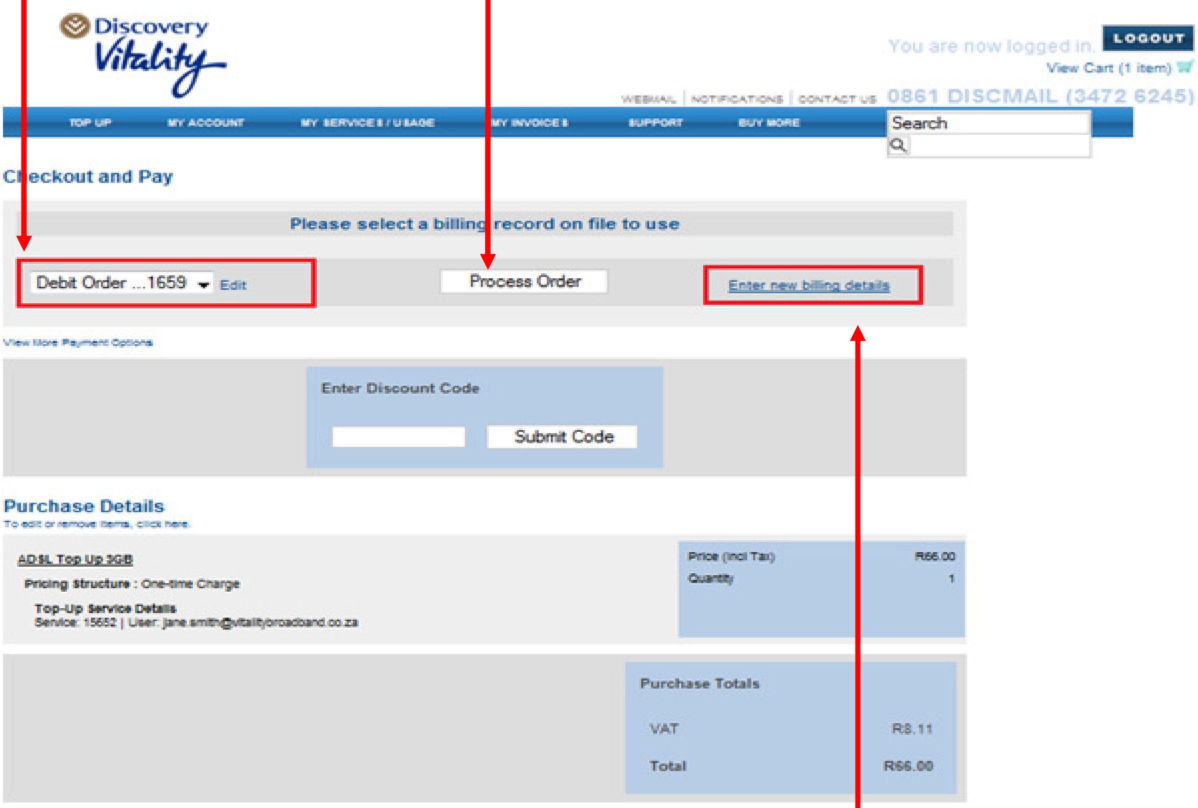
- A purchase can be processed by Credit Card or Debit Order. Select the option that applicable.

	If payment is made via Debit Order and the Debit Order forms have been completed there is NO need to complete it every time you TOP UP. *Debit Order TOP UP's are added to your monthly debit orders at the beginning of the following month.*
	Credit Card Top UP's are deducted immediately.

- Select payment method as Credit Card or Debit Order



- Option 1: Debit Order Details are correct and no changes are necessary.
  - Click→ Process Order to complete payment.
- Option 2: Debit Order Details need to be modified.
  - Click→Edit - Amendments to Billing Details can be done.
  - Click→ Process Order to complete payment.



- Option 3: New Debit Order Details needs to be captured.
  - Click→Enter new billing details
  - Populate the relevant Debit Order Details.
  - Click→ Process Order to complete payment.

4.5. SUSPENDING A SERVICE

- Click→Cancel this Service to cancel a service.

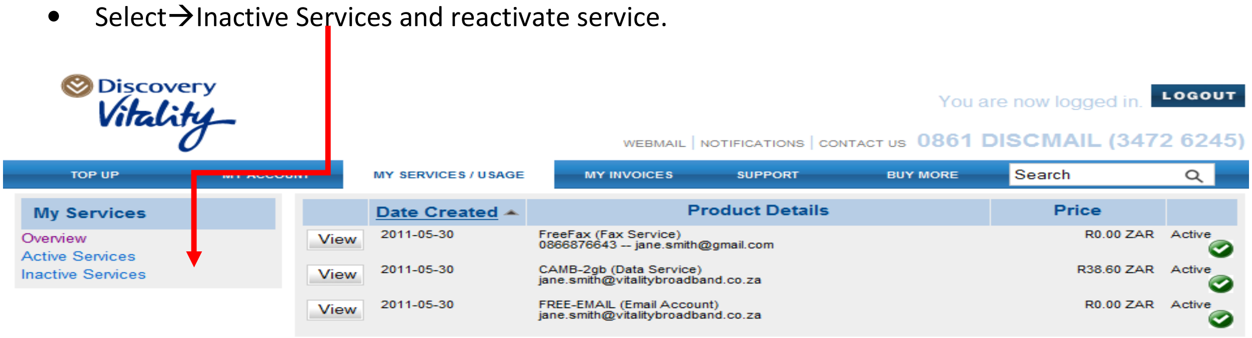


- The service will remain active until the end of the month.

	Only ADSL Services are available for Cancelling online.
	All associated free services (such as Hotspots, fax and email) will be cancelled with the account. To retain any of these services on a paid for basis please contact the helpdesk.

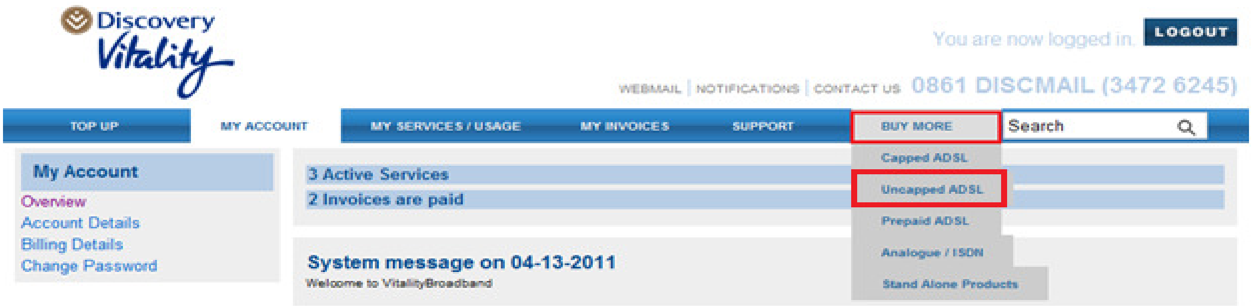
4.6. REACTIVATING A SUSPENDED SERVICE

- Services can be reactivated at any point by logging back into the system.
- Select→ MY SERVICES / USAGE
- Select→Inactive Services and reactivate service.

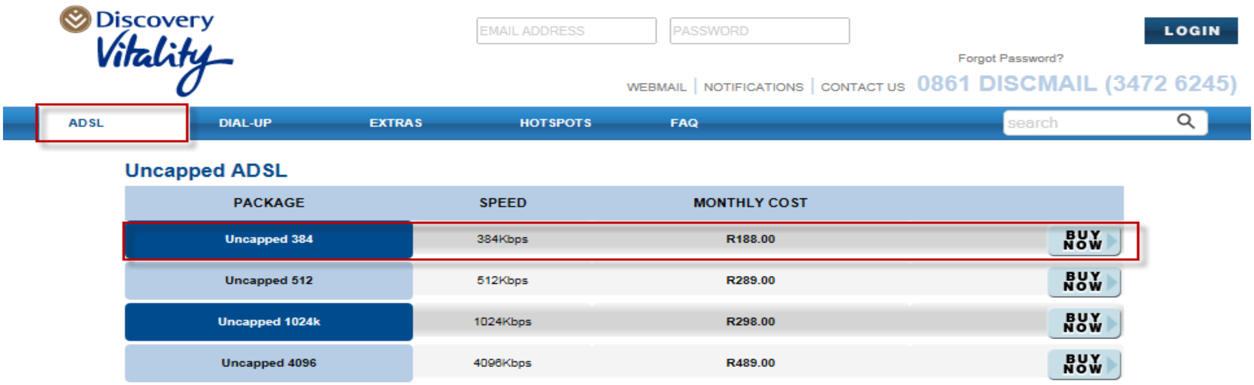


4.7. HOW TO BUY MORE

- Select→BUY MORE to add to your portfolio of services.



- Select the relevant service



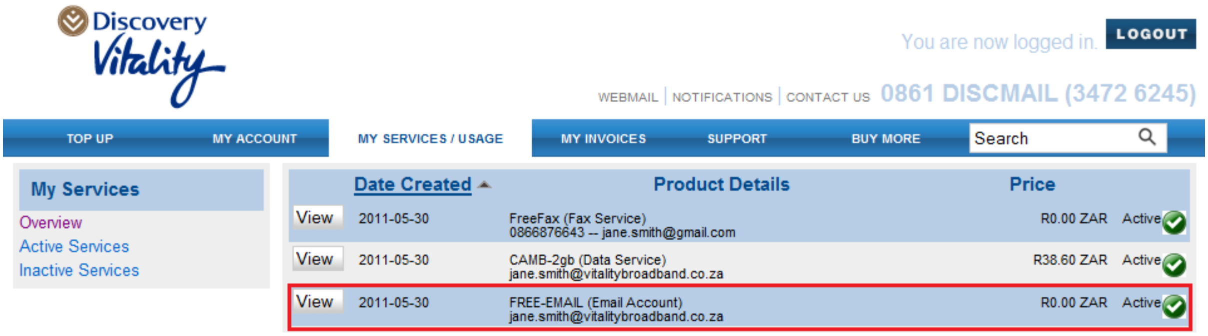
- Click→ 

on the relevant solution and follow the prompts.

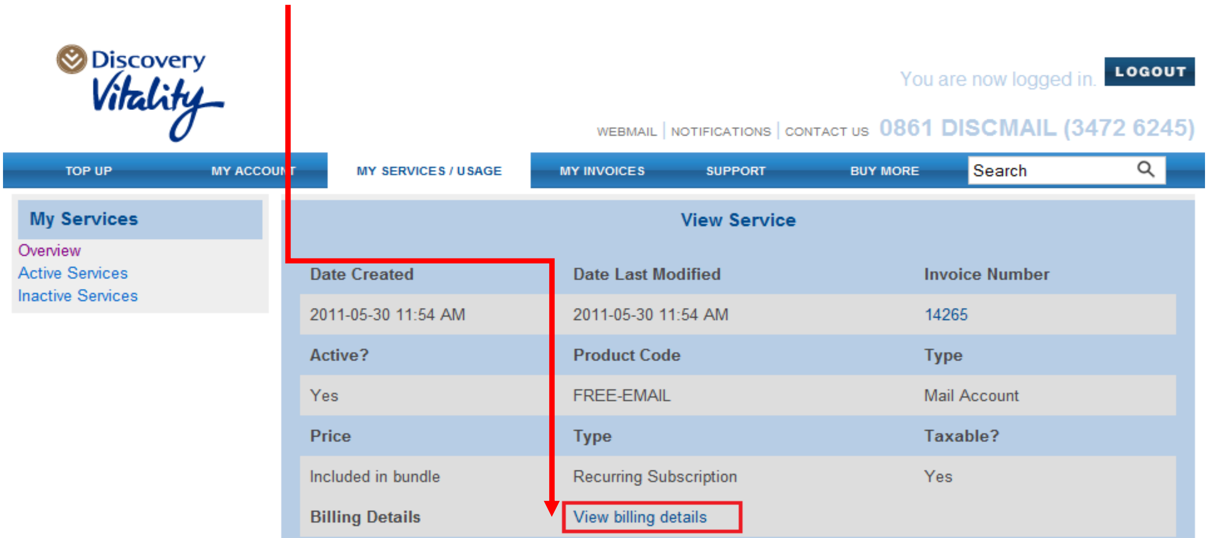
5. FREE BUNDLED SERVICES

- All Capped and Uncapped ADSL services come with a free Fax to email account, email address and 100MB per month Hotspot Access.

5.1. EMAIL & EMAIL ALIASES



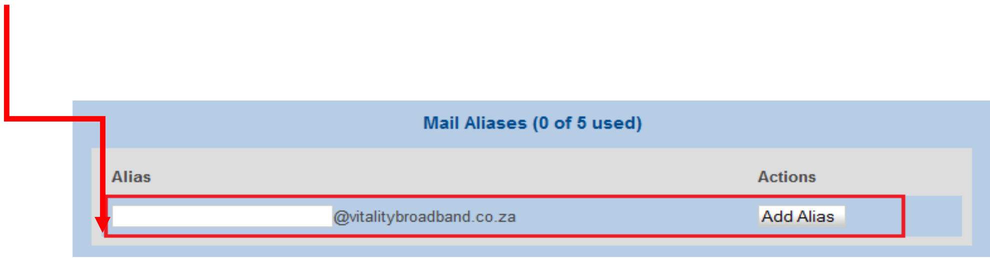
- Click→ View
- To view or amend billing details
- Click→View billing details which will take you to **Modify Billing Details** for this Service.



- Click→Change Password to change the Service Password.



- Click→Add Alias to add an alias for an email account.



	There is a maximum of 5 aliases per email account.

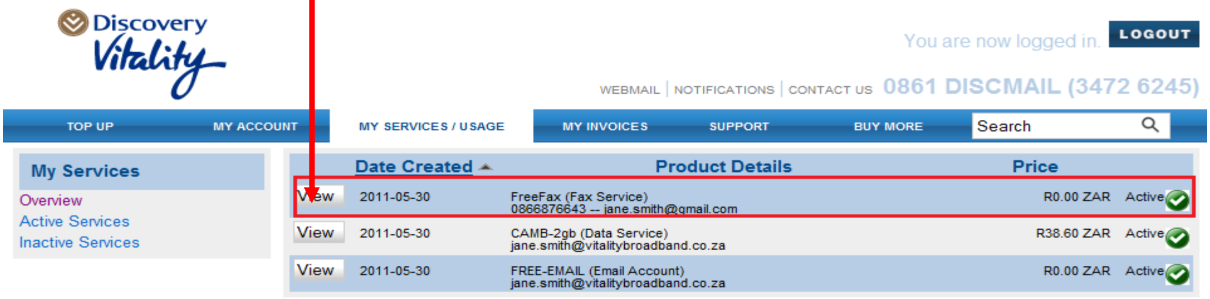
5.2. HOTSPOT ACCESS

	All capped and uncapped ADSL accounts come with 100mb free AlwaysOn Hotspot access. Click on the link below www.alwayson.co.za/hotspotlocator for a list of all locations.

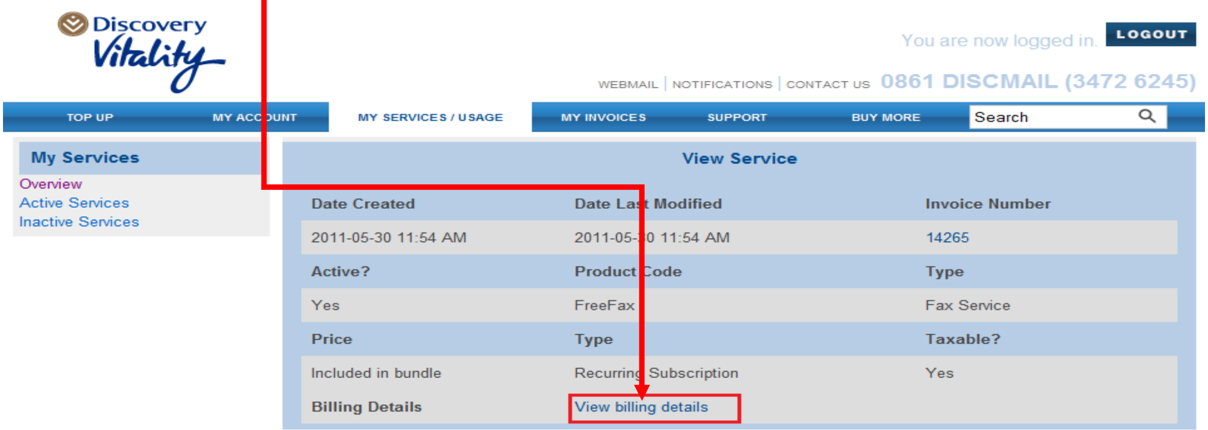
- The Hotspot username and password is typically the Vitality Broadband email address and password or for new customers it is the capped ADSL username and password or the username and password selected when purchasing an uncapped service.
- If you are unsure, please mail support@vitalitybroadband.co.za.
- Once in a Hotspot connect to the "Internet" SSID, try and browse the internet, enter your username and password and select "IS consumer" from the drop down menu.
- Uncapped ADSL services come with a separate Hotspots service, which is administered separately.
- Capped ADSL services are bundled with Hotspots i.e. share the same username and password.

5.3. FAX TO EMAIL SERVICE

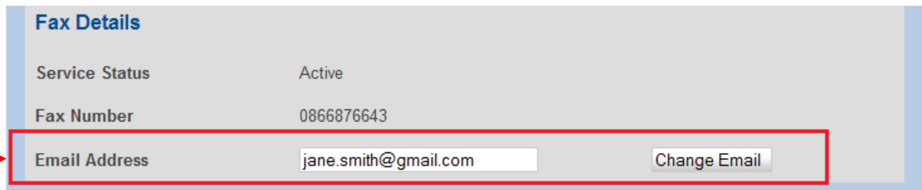
- Click→ View



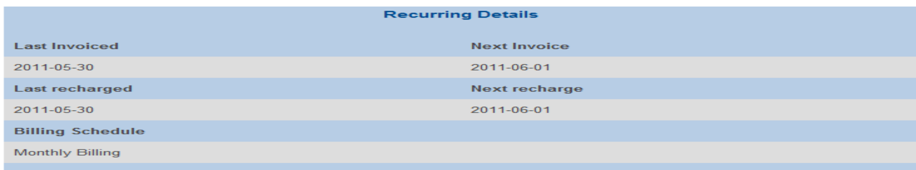
- Click→View billing details which will navigate to **Modify Billing Details** for this Service.



- Click→Change Email to change the fax to email address.

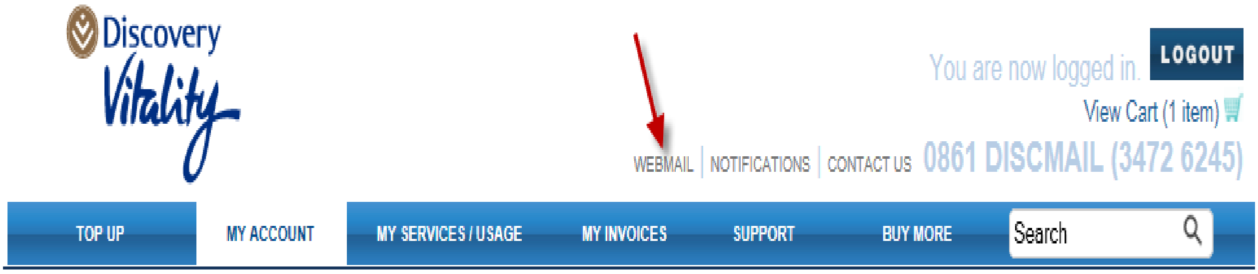


- Recurring Details allows viewing of the Billing Cycle Information regarding Active Services.

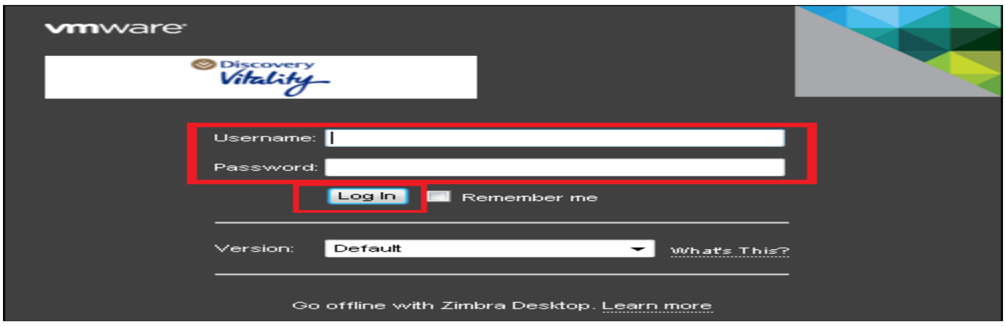


6. WEBMAIL

- Webmail can be viewed by clicking on the link on the website or visiting http://webmail.vitalitybroadband.co.za.



- Log in using the Vitality Broadband/Discovery Mail email address and password.



- Once logged in emails will now be accessible.

